

Role 1 **Head of Consumer and Business Protection**

As Head of Consumer and Business Protection within the Utility Regulator, you will:

- Display the values of the Utility Regulator, and the Northern Ireland Civil Service's Code of Ethics.
- Work openly and collaboratively as a member of the Wider Leadership Team, ensuring the Utility Regulator is lead effectively to achieve its statutory and strategic duties and goals.
- Significantly contribute to improving and delivering regulatory services, policies, and initiatives of the Utility Regulator, especially in relation to consumer protection.
- Assist the Consumer and Business Protection Director on customer protection issues, and ensuring your teams deliver their duties, plans and strategies focusing on the areas that represent the most significant regulatory risk or opportunity.
- Ensure compliance with and maintain Guaranteed Standards of Service.
- Demonstrate strong intellectual and analytical capabilities and possess the commercial acumen to identify opportunities, assess risks and sound judgment in relation to regulation, policy, and organisational issues.
- Empower others to lead and to work confidently and accountably in line with strong values to achieve to achieve high performance.
- Be credible, and have ambassadorial instincts to build and nurture constructive working relationships with a broad range of influential stakeholders, including the Department for the Economy, Department for Infrastructure, Consumer Council, CRU, Ofgem, and Ofwat.
- Committed to promoting and enhancing equality, diversity, and inclusion, and building an open and accountable workplace where all staff have the opportunity to make a real difference.
- Protect energy and water consumers and participants in Northern Ireland by identifying and reporting regulatory violations, regulatory design flaws, and market power abuses.
- Have an expert knowledge on the energy and water market in Northern Ireland, Ireland, and Great Britain, and look to implement best practice consumer practice, affordable energy, and net zero pathways.
- Oversee the quality and outputs of research including analysis, learnings, timeliness, whilst delivering value for money.
- Undertake media and public activity around the Utility Regulator's domestic and business consumer protection activities. Proactively highlight to external and public audiences the consumer protection work of the Utility Regulator.
- Maintain high quality, and look to further improve high quality governance procedures within the Utility Regulator.
- Understand and apply the PRINCE2 standard or equivalent, and how it should be applied to projects within the Utility Regulator.
- Have excellent drafting skills and the ability to review the written work of others.
- Oversee regulatory and organisational projects, ensuring timely delivery against sometimes ambitious deadlines whilst maintaining quality.

- Promote an organisational customer focused culture that that promotes the Utility Regulator's values, inspires and develops staff, values staff contributions, encouraging proactive performance, communication and engagement at all levels through visible and collective leadership.

Key Responsibilities

The Head of Consumer and Business Protection main duties will be:

- To support the Chief Executive, Board, and Senior Leadership Team of the Utility Regulator.
- To be a visible leader within the Utility Regulator, and have the ability to build, inspire and motivate inclusive, high performing teams. To have an up-to-date knowledge of good governance standards, corporate planning and best practice.
- To stay up to date with regulatory and policy developments in relation to consumer (domestic and business) protection, with a particular focus on vulnerable consumers, whilst providing an excellent level of service.
- To lead on the development and execution of the Consumer Protection Programme, Codes of Practice, consumer protection and incentives within price controls and market design, and consumer elements of the Utility Regulator website.
- To develop constructive and collaborative internal and external working relationships with the likes of the Consumer Council, NEA, Advice NI, Christians Against Poverty, Fuel Poverty Coalition, COPNI, NICCY, MNI, FSB, CBI, Chamber of Commerce, IOD, MEUC etc. to achieve optimal results for the Utility Regulator.
- To lead and embed organisational change within the Domestic and Business Consumer Protection Team to improve organisational excellence, performance, pace, professionalism and value for money. To provide challenge and hold others to account.
- To have the energy and drive to challenge accepted thinking and engage and enthuse your directorate to achieve timely results.
- To understand and display the principles of good regulation and their practical application, and to have expert knowledge of the Utility Regulator's statutory duties, competition and consumer law (including the Consumer Rights Act 2015).
- To have an in depth knowledge of future energy regulation and policy, in the energy and water markets in Northern Ireland including the key drivers of price, consumer protection, security of supply, and economic and environmental sustainability.

- To promote a culture of openness, professionalism, inclusiveness and transparency across all aspects of the Utility Regulator's operational activity and service delivery.

This list is not exhaustive and the successful candidate will be required to carry out other duties as allocated by Management.

Our statutory remit and organisational structure are continuing to evolve. It is therefore quite possible that the scope of the advertised role will evolve significantly with consequential changes to the job description.

Essential Criteria (all roles):

1. At least 5 years demonstrable experience of a leadership and management role, including the positive development and performance management of staff.
2. Demonstrable experience building effective relationships and working constructively with internal and external key stakeholders at a senior level* to deliver significant outcomes which command confidence, transparency, and respect.
3. A proven track record of proactive project management to deliver quality outcomes of significant regulatory work programmes to tight timeframes; and under competing pressures.
4. Demonstrable and strong evidence of developing and implementing regulatory policy (including horizon scanning) in conjunction with industry, consumer groups, and government departments at a senior level.
5. Ability to positively demonstrate by examples, an understanding of, and commitment to, further workplace values that align to those of the Utility Regulator.

Essential Criteria (for Head of Consumer and Business Protection only):

6. At least 5 years demonstrable experience of economic regulation and preferably working in the electricity, gas and/or water sectors in:
 - a) economic regulation and working on developing regulatory frameworks to deliver enhanced consumer outcomes and protection;
 - b) delivering tangible consumer protection outcomes for consumers; and
 - c) developing service standards and holding regulated companies to account.

***“Senior” means working at: organisational board level; or senior civil service level; or equivalent; with a track record of dealing directly with Ministers on economic and/or utility related policy issues. Demonstration of a significant deputising role or leading large divisions of an organisation will also be considered as evidence of working at a senior level.*